



**Title 31:Public Safety**

**Part 601: Board of Emergency Telecommunications Standards and Training Professional Certification Policy and Procedures Manual.**

**Part 601: Table of Contents**

<b>Part 601: Chapter 1</b>	<b>Definitions</b>
<b>Part 601: Chapter 2</b>	<b>Applicant Evaluation, Employment and Certification Procedures</b>
<b>Part 601: Chapter 3</b>	<b>Professional Certificates</b>
<b>Part 601: Chapter 4</b>	<b>Recall or Cancellation of Certificates</b>
<b>Part 601: Chapter 5</b>	<b>Compliance Monitoring and Noncompliance</b>
<b>Part 601: Chapter 6</b>	<b>Reimbursement of Training Costs</b>
<b>Part 601: Chapter 7</b>	<b>Standards of Training and Certification</b>
<b>Part 601: Chapter 8</b>	<b>Standards for Successful Completion of the Emergency Telecommunications Training Program.</b>
<b>Part 601: Chapter 9</b>	<b>Learning Objectives for Emergency Telecommunications Training Courses</b>
<b>Part 601: Chapter 10</b>	<b>Certification Based on Equivalency of Training</b>
<b>Part 601: Chapter 11</b>	<b>Instructor Certification</b>
<b>Part 601: Chapter 12</b>	<b>Re-Certification of Emergency Telecommunicators</b>

## Part 601 Chapter 1: Definitions

### *Rule 1.1 Purpose*

Herein are defined certain terms used in these Policy and Procedures.

1. **Basic 911 Service** – A telephone service terminated in designated Public Safety Answering Points accessible by the public through telephone calls dialed to the telephone number 911. Basic 911 is a voice service and does not display address or telephone number information.
2. **Board** - Shall mean the Board of Emergency Telecommunications Standards and Training.
3. **Board Director** - Shall mean the Director of the Board on Law Enforcement Standards and Training.
4. **Break in Service** - Any period of time when an individual is not an emergency telecommunicator as defined in this policy.
5. **Certificates** - Shall mean certificates issued only to fully qualified telecommunicators.
6. **Certified** - Shall mean the Board has acknowledged that all requirements mandated by this policy and the Emergency Telecommunications Training Program have been achieved and that a certificate has been issued as documentation of the same.
7. **E911 Service** - A telephone exchange communications service whereby a Public Safety Answering Point (PSAP) designated by the county or local communication district may receive telephone calls dialed to the telephone number 911. E911 Service includes lines and equipment necessary for the answering, transferring and dispatching of public emergency telephone calls originated by persons within the serving area who dial 911. Enhanced 911 Service includes the displaying of the name, address and other pertinent caller information as may be supplied by the service supplier.
8. **Equivalency of Training** - Shall mean the assessment of an applicant's emergency telecommunications training, education, experience and qualifications.
9. **Lateral Transfer** - A transfer by a certified emergency telecommunicator to a different telecommunicator agency.
10. **Methods for responding to emergency calls** - The emergency telephone system shall, when so authorized by a vote of a majority of the qualified electors of the county voting on the proposal in an election held for that purpose, be designed to have the capability of utilizing at least one (1) of the following three (3) methods in response to emergency calls:
  - A. **Direct Dispatch Method** - A telephone service to a centralized dispatch center providing for the dispatch of an appropriate emergency service unit upon receipt of a telephone request for such services and a decision as to the proper action to be taken, including an E911 system.

- B. **Relay Method** - A telephone service whereby pertinent information is noted by the recipient of a telephone request for emergency services and is relayed to appropriate public safety agencies or other providers of emergency services for dispatch of an emergency service unit.
- C. **Transfer Method** - A telephone service which receives telephone requests for emergency services and directly transfers such requests to an appropriate public safety agency or other provider of emergency services.
11. **Employment Standards** - All Emergency Telecommunicator applicants must meet the following guidelines to be employed as an Emergency Telecommunicator. They must be at least eighteen (18) years of age; be a high school graduate (or obtain a General Educational Development (GED) Diploma); be a United States citizen; be capable of performing the duties under conditions inherent to the profession; not have a criminal record including a plea of guilty, a plea of nolo contendere, probation, pre-trial diversion nor the payment of any fine in relation to a crime that is directly related to the duties and responsibilities of an emergency telecommunicator; and not have been engaged in any condition, conduct or action that would greatly diminish the public trust in the competence and reliability of an emergency telecommunicator. Individuals must have been discharged from the Armed Forces under honorable conditions. Fitness for service must be verified by an appropriate background investigation.
12. **Criminal Record** - Shall mean any type of felony or misdemeanor conviction. Criminal Records that are specific and directly related to the duties and responsibilities of an emergency telecommunicator may only be considered when evaluating applicants. Factors to determine disqualifying criminal convictions are: the nature and seriousness of the crime for which the individual was convicted; the passage of time since the commission of the crime; the relationship of the crime to the ability, capacity, and fitness required to perform the duties and discharge the responsibilities of an emergency telecommunicator; and any evidence of rehabilitation or treatment undertaken by the individual that might mitigate against a direct relation.
13. **Probationary Period** - A period of one year from the initial date of hire as a telecommunicator in the original appointment. The one-year period cannot be enlarged by additional/multiple appointments. Individuals acquire an additional one-year period following a break in service of more than two years.
14. **Public Safety Answering Point (PSAP)** - Any point of contact between the public and the emergency services such as a 911 answering point or, in the absence of 911 emergency telephone service, any other point of contact where emergency telephone calls are routinely answered and dispatched or transferred to another agency.
15. **Telecommunications Employer** - Shall mean the agency which employs the emergency telecommunicator.
16. **Telecommunicator** - Any person engaged in or employed as a telecommunications operator by any public safety, fire or emergency medical agency whose primary responsibility is the

receipt or processing of calls for emergency services provided by public safety, fire or emergency medical agencies or the dispatching of emergency services provided by public safety, fire or emergency medical agencies and who receives or disseminates information relative to emergency assistance by telephone or radio.

17. **Training Packet** - Shall mean the Board-adopted forms used to collect information necessary for certification and enrollment in a basic course.
18. **TCPR** - Shall mean telecommunicator cardiopulmonary resuscitation, which is the dispatcher-assisted delivery of cardiopulmonary resuscitation (CPR) instruction by trained emergency call takers or public safety dispatchers to callers or bystanders for events requiring CPR, such as out-of-hospital cardiac arrest (OHCA).

History: adopted - 07/1993, 08/2019, 12/2022

Source: Miss Code Ann. § 19-5-303

## **Part 601 Chapter 2: Applicant Evaluation, Employment and Certification Procedures**

### *Rule 2.1 Purpose*

1. This section establishes policy and procedure for certification of emergency telecommunicators.

Source: Miss Code Ann. § 19-5-351

### *Rule 2.2 Policy*

1. The board shall certify as emergency telecommunicators those persons who meet the employment guidelines established in accordance with Mississippi Code as Annotated Section 19-5-353.
  - A. Certification under the Emergency Telecommunications Training Program (ETTP) is limited by law to emergency telecommunicators only. An emergency telecommunicator is defined in the statute [Section 19-5-303 (m) and Section 19-5- 357 (5)] as any person who is:
    1. Engaged in or employed as a telecommunications operator by any public safety, fire or emergency medical agency or public or private entity or business, company or corporation,
    2. Responsible for the receipt or processing of calls for emergency services provided by public safety, fire or emergency medical agencies,

3. Charged with the dispatching of emergency services provided by public safety, fire or emergency medical agencies,
  4. Responsible for disseminating information relative to emergency assistance by telephone or radio,
  5. On duty for an average of eight (8) hours or more per month.
- B. All emergency telecommunicator applicants **must meet the following guidelines to be employed as an emergency telecommunicator:**
1. Be at least eighteen (18) years of age,
  2. Be a high school graduate or obtain a GED (refer to Chapter-2, Procedures-1, Subsection-A, Paragraph-4 for full description),
  3. Be a U.S. Citizen,
  4. Be capable of performing the duties under conditions inherent to the profession, and
  5. Not have a criminal record including a plea of guilty, a plea of nolo contendere, probation, pre-trial diversion nor the payment of any fine in relation to a crime that is directly related to the duties and responsibilities of an emergency telecommunicator and not have been engaged in any condition, conduct or action that would greatly diminish the public trust in the competence and reliability of an emergency telecommunicator. Fitness for service must be verified by an appropriate background investigation.
  6. Must have been discharged from the Armed Forces under honorable conditions
- C. Individuals who meet both the definition for an emergency telecommunicator in (A) above and who meet the minimum employment guidelines in (B) above are eligible to be employed as an emergency telecommunicator.
1. Such emergency telecommunicators must successfully complete prescribed training and obtain certification within a certain time period.
    - a. Persons in the employment of any public safety, fire, 911 PSAP or emergency medical agency as a telecommunicator on 1 July 1993, shall have three years to be certified in the minimum training standards courses provided they have been employed by such agency for a period of more than one year prior to 1 July 1993. (Since the Board of Emergency Telecommunications Standards and Training became operational in April 1994, the deadline date for these telecommunicators would be April 1997.)

- b. Persons employed for less than one year prior to 1 July 1993 shall be required to have completed all the requirements for minimum training standards within a one-year time period. (Since the Board became operational in April 1994, the deadline date would be April 1995).
  - c. Any person hired as an emergency telecommunicator after July 1, 1993 shall complete the minimum training standards within twelve (12) months of their employment or within twelve months from the date that the Board shall become operational. (Since the Board became operational in April 1994, the deadline date would begin in April 1995).
2. The one-year or three-year probationary periods, whichever applies, are cumulative in nature and cannot be enlarged by additional or multiple employments. If a telecommunicator transfers from one agency to another prior to certification, the total time served will count toward the one-year or three-year periods. For example, in the case of a one-year probationary period, if a telecommunicator began employment and quit after three months, that person would have nine months remaining upon subsequent employment. The full one- year period may only be reinstated upon a break in service of two years or more.
- D. The ETTP makes no provision to waive, enlarge, or extend the one-year or three-year periods nor does the Act authorize the Board of Emergency Telecommunications Standards and Training to waive, enlarge or extend the one- year or three-year periods. The Act does however make provision to penalize agencies that employ emergency telecommunicators without obtaining certification beyond the one-year or three-year periods. These penalties include a loss of emergency telecommunicator powers and authorization to receive a salary. To avoid these penalties, agencies should consider all contingencies in the planning of the evaluation, employment and training of their personnel.

Source: Miss Code Ann. § 19-5-351

*Rule 2.3 Procedures*

- 1. All emergency telecommunicator employers shall follow these steps in the evaluation, employment and certification of emergency telecommunicators.
  - A. The employing agency must evaluate each emergency telecommunicator applicant to ensure each applicant meets the minimum employment criteria prior to employment. This evaluation must include the following:
    - 1. A complete background investigation. This investigation is a critical factor in determining whether emergency telecommunicator applicants meet the requirements established under the ETTP. The primary purpose of the investigation is to provide

the emergency telecommunicator employer with enough factual information to determine if a particular candidate would ensure the continued public trust in the competence and reliability of the department.

2. The submission of the applicant's fingerprints to the Criminal Information Center of the MS Department of Public Safety as a part of the background investigation. This can only be done through the emergency telecommunications agency's law enforcement parent or through a law enforcement agency which is served by that particular telecommunications agency.

Note: Non-criminal justice agencies with emergency telecommunicators (i.e., fire, EMS) may be impeded by FBI policy. Such agencies should make every effort to submit fingerprints through the local law enforcement agency (i.e., as part of a public safety contract). Agencies who find themselves unable to submit fingerprints to CIC may obtain a waiver of this requirement until possible state legislation is passed. All agencies are reminded that they must complete a background check. Examples of this may come in the form of local driver's license checks or from calls to previous employers.

Do not send fingerprints to the Board or to the training course directors. Neither of these entities will forward your applicant's prints.

3. A review of the official Certificate of Release or Discharge from Active Duty, DD Form 214 for all applicants who have military service. Individuals must have been discharged from the armed forces under honorable conditions.
4. A review of appropriate official documents to certify successful completion of high school or the general equivalency degree (GED). High School graduate is defined as graduating from a secondary school in an accredited school district having earned the required Carnegie units and successfully completed any and all subject area testing as specified by the Mississippi Department of Education in the year the diploma was awarded.
  - a. Accredited schools include those accredited by the Departments of Education from each State, the Private School Association from each State, the Association of Christian Schools International, the Southern Association of Colleges and Schools (SACWS) or one of the six regional bodies of the Association of Colleges and Schools.
  - b. If an applicant has not obtained a high school diploma from an accredited school, the applicant must obtain a GED through the Mississippi Department of Education or obtain an equivalent score on a GED test administered by the American Council on Education.
  - c. Applicants may provide a standardized test score on the ACT of 15 or higher in lieu of a GED score.

5. A review of appropriate official documents to certify age and citizenship.
  6. A review of appropriate documents to verify current certification status for those applicants transferring from another emergency telecommunicator agency or jurisdiction.
  7. Telecommunicators who transfer from another Mississippi emergency telecommunications agency with a valid certificate (w/break in-service of less than two years) must continue to meet all the minimum employment standards. Therefore, agencies must conduct a background investigation of all applicants to include those telecommunicators who may already hold certification.
- B. Once the employer has verified all the minimum employment standards and has employed the candidate, the employing agency shall create and maintain an individual personnel file containing a release of information form signed by the applicant, documentation of the aforementioned minimum employment specifics, and documentation of the background investigation (i.e. official diplomas, birth certificate, DD Form 214, naturalizations forms, FBI fingerprint report, etc.). The individual personnel file shall be maintained by the agency as long as the named telecommunicator is employed as an emergency telecommunicator within the agency. The agency head shall readily make the contents of the file available to the Board of Emergency Telecommunications Standards and Training upon receipt of a written request.
- C. Emergency telecommunications agencies must notify the Board of Emergency Telecommunications Standards and Training within thirty days of the date of hire of any emergency telecommunicator. This notification shall be in the form of an Emergency Telecommunicator Application for Certification. The Board of Emergency Telecommunications Standards and Training will use this form to determine if the applicant meets the minimum employment and training standards required for certification.

Warning: MCA § 97-7-10 “Fraudulent Statements and Representations” provides for severe penalties for misrepresentations or fraudulent statements to a Board. This statute authorizes a fine of up to ten thousand dollars (\$10,000.00) and a jail sentence of up to five (5) years. Further, the Emergency Telecommunications Training Program authorizes the Board in MCA § 19-5-353 (8) to cancel and recall any certificate obtained through misrepresentation or fraud.

1. The agency head is responsible for conducting a background investigation. The investigation should reveal whether the applicant is a certified emergency telecommunicator or an emergency telecommunicator who has not obtained certification in Mississippi.
  - a. The Application for Certification Form shall be submitted for either telecommunicators who have not obtained certification in this state or



telecommunicators who have had a break in service of two years or more. The Application for Certification must be signed by the agency head or an authorized designee.

- b. If the telecommunicator has been certified and has a break in service of less than two years, the agency head must submit an Application for Certification form to transfer the certification. This form must also be signed by the agency head or an authorized official.
  - c. Agency heads must designate persons to sign BETST forms in writing. Such authorizations shall be submitted to the Board.
  - d. If the applicant for certification is the agency head, (i.e., Chief or director) forms must be signed by the next individual in the chain of command such as a mayor or college dean, etc.
2. To obtain credit for completion of Board-approved training courses, , agencies must submit appropriate documentation with the Application form. Appropriate documentation shall consist of a copy of a training certificate, and a score sheet or a letter authenticated by a course instructor. Credit may also be granted for completion of an advanced training course.
  3. The employing agency must submit an Application for Certification within thirty days. The application lists several questions with a choice of a “yes” or “no” answer for each question. The form explains that answering “yes” may not necessarily disqualify an applicant from certification. Further, the application contains a statement to be signed by the applicant and a statement to be signed by the emergency telecommunications agency head or designee.
    - a. Any of the questions, (items 1 – 10) that has a "yes" answer must be explained in writing to the Board. All crimes (regarding questions 4 and 5) must be reported. The only exceptions to this requirement are traffic offenses where the fine is less than one hundred dollars (\$100.00) and where the applicant has had fewer than four (4) traffic offenses within the preceding twenty-four (24) months (excluding drug or alcohol related offenses).
    - b. Traffic offenses where the fine was more than one hundred dollars (\$100.00) or offenses that involve drugs or alcohol must be reported and explained. If the applicant has had four (4) or more traffic offenses within the previous twenty-four (24) month period, the date and disposition of each offense must be listed.
    - c. All other types of offenses are crimes and must be reported, regardless of the fine, pleas entered, or the adjudication status. This would include but is not limited to cases that are non-adjudicated, nolle prossed, dismissed or acquitted.

- d. Employers may choose to write an explanation on the form itself or enclose a separate sheet if additional space is needed to provide a full explanation. Explanation of crimes or related matters should include the date of the offense and the status of the case.
  - 4. Agencies should submit documentation of course training if applicable. No other forms or documents should be sent to the Board unless requested by the staff in writing. Other diplomas, in-service training certificates, birth records, fingerprint cards etc. should be retained in the agency personnel file.
- D. The Board Certification Section shall review each set of forms submitted to the Board. The Certification Section:
  - 1. Shall determine that all appropriate forms are included.
  - 2. Shall analyze each document to verify certification specifics which the Board must consider in accordance with established policy and procedure.
  - 3. Shall determine the Certification Status of each applicant;
    - a. Eligible for transfer of current certification (break in service of less than two years) to another emergency telecommunications agency,
    - b. Eligible for certification after successful completion of a Board-approved training course, or
    - c. Not eligible for certification.
  - 4. Shall communicate with the employing agency in writing to clarify information as needed and to inform the agency of the applicant's certification status.
  - 5. Shall track progress toward completion of assigned training of all applicants.
- E. After the staff has notified the agency head of the applicant's certification status, the agency head must then ensure that all arrangements are made to enroll the telecommunicator in an appropriate training program. Once the applicant has successfully completed the prescribed training and the Board has approved the individual or group of applicants, the staff will distribute certificates and provide reimbursement of authorized expenses.
- F. Individuals aggrieved by the actions of the BETST staff may request to present their request before the Board at a regularly scheduled meeting. Such requests must be presented to the staff in writing not later than 10 working days prior to the next regularly scheduled Board meeting.

History -adopted – 07/1993; rev – 05/2005, 10/2005, 05/2006, 10/2007, 10/2008 and 08/2019

Source: Miss Code Ann § 19-5-351

### **Part 601 Chapter 3: Professional Certificates**

#### *Rule 3.1 Purpose*

1. This section establishes policies and procedures governing professional certificates.

Source: Miss Code Ann. § 19-5-353

#### *Rule 3.2 Policy*

1. Vested by law with ownership of and full responsibility for emergency telecommunicator's certificates, the Board's policy is to ensure that certificates are issued only to fully qualified telecommunicators and cancelled when appropriate and that all certificates are accounted for at all times. The law specifies that any certificate for an emergency telecommunicator issued as a result of the Emergency Telecommunicator Training Program is the property of the Board. Although the certificate is issued in the name of the individual telecommunicator, the Board shall place the certificate in the stewardship of the employer and shall retain the right to require return of the certificate to the Board. The employer shall not transfer a certificate issued by the Board to any person or agency except through the Board director.

Source: Miss Code Ann. § 19-5-353

#### *Rule 3.3 Procedures*

1. All emergency telecommunications employers included under the Emergency Telecommunicator Training Program as described in this Policy and Procedures Manual should follow these steps in safekeeping certificates issued to their employees by the Board.
  - A. The employer, upon receiving the certificate from the Board director, should record the certificate number and the date issued in the employee's personnel file.
  - B. The certificate should remain in the physical custody of the employer at a site which houses agency operations. The employer may provide the employee with a photo static copy of the certificate.
  - C. The certificate, if defaced, destroyed, misplaced, or stolen while in the stewardship of the employer, will normally be replaced with a photo static copy. The production of duplicate certificates shall be minimized. The staff will evaluate each incident prior to the issuance of a duplicate certificate.
  - D. The employer should return the certificate to the Board director, along with a complete **"Termination/Reassignment Report"** form, within ten working days after:

1. The employee no longer meets all of the qualifications for employment;
  2. The employee has been convicted, pled guilty, pled nolo contendere, ordered into probation or pre-trial diversion or fined in relation to a crime that is directly related to the duties and responsibilities of an emergency telecommunicator. (the employer shall provide official documentation of such conviction);
  3. Receiving written notice from the Board of evidence that the certificate was obtained through misrepresentation or fraud;
  4. The employee dies, resigns, laterally transfers or is terminated;
  5. The employee takes leave or is assigned leave from actual performance of emergency telecommunicator duties from the employer for any reason for an indefinite period or for a period planned to last more than twelve months;
  6. Receiving written notice from the Board that the certificate shall be returned for other due cause as determined by the Board.
- E. The staff shall decide the disposition of a certificate within a reasonable time after receiving notice that a certificate has been returned. The Board may decide to:
1. Delay consideration of the return of the certificate;
  2. Inactivate the certificate;
  3. Assign stewardship of the certificate to a new emergency telecommunicator employer or;
  4. Cancel/recall a certificate, if issued in error or through misrepresentation or fraud.
- F. In the case of lateral transfer, the staff shall forward the certificate to the appropriate employer.
- G. The staff shall maintain the certificate and all other file information of telecommunicators who have died or whose certificates have been inactivated in the Board files.
- H. When the staff has inactivated a certificate because a telecommunicator:
1. Is no longer in emergency telecommunications employment as described in this Policy and Procedures Manual,
  2. Is on indefinite leave or leave for more than one year, or

3. For other reasons the Board director may reactivate the certificate when the certified telecommunicator resumes employment for the employer who returned the certificate or under a new emergency telecommunicator employer included under the Emergency Telecommunications Training Program. In either case, the employer may initiate the reactivation process by forwarding a new Application for Certification (Parts I, II and III) to the Board Director. The board director shall forward a reactivated certificate to the employer.

- I. When the certificate of a telecommunicator certified by statute remains inactivated for more than four years, the certificate shall lapse. Upon receiving a request to reactivate the certificate, the board director shall notify the employer by letter that the certificate has lapsed and that the employee must re-qualify for certification by the board in order to be employed as a full-time emergency telecommunicator for more than one year.
- J. The Professional Certificates issued by the Board shall expire three years from the date of certification of the area(s) of discipline (911, EMS, fire, law enforcement). At that time, the Board will require the telecommunicator to have completed training in accordance with the existing standards for re-certification (see Chapter 12: Re-Certification of Emergency Telecommunicators).
- K. The Board hereby relegates to the staff the authority to certify and recertify all emergency telecommunicators upon satisfactory completion and verification of all requisite training.
- L. The board further authorizes the staff to issue Professional Certificates on the first day of each month and furnish a list at the Board meetings for official recognition of certification.

History - Adopted – 07/1993; rev – 01/2005, 05/2006, 10/2008, 04/2012 and 08/2019

Source: Miss Code Ann. § 19-5-353

#### **Part 601 Chapter 4: Recall or Cancellation of Certificates**

##### *Rule 4.1 Purpose*

- 1. This section establishes policy and procedures governing the reprimand, suspension, recall or cancellation of the professional certificate of an emergency telecommunicator.

Source: Miss Code Ann. § 19-5-353

##### *Rule 4.2 Policy*

- 1. The Board reserves the right to either reprimand the holder of a certificate, suspend a certificate upon conditions imposed by the Board, or cancel and recall any certificate when:

- A. The certificate was issued by administrative error;
- B. The certificate was obtained through misrepresentation or fraud;
- C. The holder has been convicted or entered a plea of guilty or a plea of nolo contendere, received probation, pre-trial diversion or payment of any fine in relation to a crime that is directly related to the duties and responsibilities of an emergency telecommunicator.
- D. The holder has committed an act of malfeasance or has been dismissed from his employing agency;
- E. Or other due cause as determined by the Board.
  - 1. The Board has established standards and qualifications by rule and regulation for the employment of emergency telecommunicators as they relate to the competence and reliability of persons to discharge the responsibilities of that position of public trust. These standards address minimum age, education, training, citizenship, and experience.
  - 2. Any condition, conduct or action that would breach the established minimum standards or would greatly diminish the public trust in the competence and reliability of an emergency telecommunicator would be actionable as due cause for reprimand, suspension (under conditions), recall or cancellation of a certificate.
  - 3. An individual with a criminal record may petition the Board at any time for a determination of whether the individual's criminal record will disqualify the individual for certification. The Board shall inform the individual of his/her standing within thirty (30) days of receiving the petition.
- F. Staff may take administrative action to reprimand, suspend, cancel and recall a professional certificate for any of the purposes states above. Upon taking administrative action, the certificate holder will be notified by the staff of such action and informed of his/her right to a hearing before the Board.

Source: Miss Code Ann. § 19-5-353

*Rule 4.3 Procedures*

- 1. The procedures listed herein shall be followed to ensure a fair and expedient process consistent with law.
  - A. The Board staff shall open a certification review file upon the instruction of the assistant director or the director. The director or the assistant director may base the opening of a review file on a number of sources.

1. Routine activity by the Board staff that discloses noncompliance with the ETTP or established policy shall be considered as possible basis for opening a certification review file.
  2. Emergency Telecommunicator agency heads may request in writing to the assistant director or the director that a certification review file be opened.
  3. The investigative divisions of the state or a political subdivision thereof may request in writing to the assistant director or the director that a certification review file be opened
    - a. All such requests in A(2) and A(3) should be accompanied by documents to support the review request. All accepted materials shall become a part of the individual telecommunicator's application packet.
    - b. The release of these materials shall be in accordance with the Board's policy and the Open Meetings and Records Act.
- B. Once the certification review file has been opened, the Board staff shall be responsible for organizing the materials submitted as a result of the review process. The staff may correspond with the employer, official records clerks or investigative agencies to clarify information. The staff may also initiate a request through the director to the investigative division of the Office of the Attorney General for further investigative support if needed.
- C. The staff will indicate whether criminal charges have been initiated and maintain a current status report for each opened certification review file. (Information on court dates, hearings, pleas, adjudication status and sentencing shall be maintained to enable the director to take immediate action once a case has been heard.)
- D. The director or the assistant director shall review the status of all open certification review files on a regular basis. Once the director believes that there is sufficient cause to initiate a request for a board action or administrative action in the case, the director shall notify the Chair of the Board and request the formation of a certification review hearing or send a letter to the certificate holder notifying them of the administrative action. The action becomes effective in 30 days unless the certificate holder requests a hearing before the Board.
- E. The Chair shall evaluate the review file and consider whether there is sufficient cause to support a belief in a reasonable basis for revocation. The Chair shall decide the need for expeditious action based on available information and establish a time frame for further activities. The Chair may elect to:
1. Delay consideration pending further information;
  2. Proceed with a hearing to enable the full Board to evaluate the case.

- F. If the Chair decides to proceed with a hearing, the Chair shall contact the director to establish the hearing. The Chair may elect to hold the hearing at the next regularly scheduled meeting or at a specially convened meeting for that purpose.
1. Once the date has been established for the hearing, the director shall notify the telecommunicator and the agency head by letter of the hearing date. The letter shall state in clear terms that the board will decide at the designated meeting whether or not to reprimand, suspend, or cancel and recall the telecommunicator's certificate.
  2. The letter will also:
    - a. Notify the telecommunicator of the time and place of the meeting;
    - b. Spell out the substance of the proposed reasons for recalling the certificate.
    - c. Invite the telecommunicator to appear personally before the Board to make a presentation on his/her certification.
    - d. Advise the telecommunicator that he/she may bring people to give oral testimony or to provide assistance in the presentation.
    - e. Advise the telecommunicator that he/she may have counsel assist and/or represent them at the hearing.
    - f. Advise the telecommunicator that strict rules of evidence do not apply.
    - g. Advise the telecommunicator that documents may be submitted for consideration. All copies of any official documents must be submitted under the county seal or notary public. Any written testimony must be presented in the form of duly sworn affidavits. All documents must be submitted to the Board staff not later than five working days before the hearing.
- G. At the appointed time, the chair shall convene the certification hearing. The chair or the vice chair shall be the presiding officer and control the course of the hearing. The Board itself shall constitute the hearing panel.
1. The proceedings of the hearing shall be recorded electronically and a separate written record shall be prepared.
  2. The Board shall consider all oral and written material presented at the hearing.
- H. At the conclusion of all presentations and arguments, the board may vote to enter executive session to deliberate the question of certification.
1. During deliberation the board shall first consider the factual charges against the telecommunicator and determine if the information presented supports the charges.



2. If the board finds that one or more of the charges are supported, then the board shall consider whether to reprimand, suspend, or cancel and recall the telecommunicator's certification.
  3. The Board action shall be reduced to writing and entered into the written record of the proceedings. This record shall report the Board's findings of fact relative to each charge and the certification decision reached by the Board.
- I. The director shall notify the employing agency and the telecommunicator in writing of the Board's decision. If the Board recalled the certificate, the notification shall advise the employer that no person shall serve as an emergency telecommunicator during a period when that person's certificate has been canceled or recalled in accordance with Mississippi Code Annotated, § 19-5-353 (8).
  - L. A telecommunicator aggrieved by the findings and order of the Board may file an appeal with the chancery court of the county in which the telecommunicator was employed. The telecommunicator must submit written notice of the appeal and the appropriate venue to the Board within thirty days after the date of the Board's final order.

History – adopted – 07/1993; rev – 01/2005, 08/2019

Source: Miss Code Ann. § 19-5-353

## **Part 601 Chapter 5: Compliance Monitoring and Noncompliance**

### *Rule 5.1 Purpose*

1. This section establishes the policy and procedures for compliance monitoring and for addressing any instances of noncompliance that may come to the Board's attention.

Source: Miss Code Ann. § 19-5-353

### *Rule 5.2 Policy*

1. The intent of the Legislature in enacting the Law Emergency Telecommunications Training Program (ETTP) was clearly to establish standards for the selection and training of emergency telecommunicators as soon as possible upon beginning the telecommunicator's career. This action was for the benefit of all the people of the state in that trained telecommunicators could better meet the needs of a complex society. Due to that very complex nature of today's society, coupled with the ever-increasing demands for the services of the emergency telecommunicator professional, the need for competent, capable and credible telecommunicators has never been greater. The issue of competence has become a hotly debated topic in the nation's courts as the incidence of litigation against emergency telecommunicators for negligence continues to rise unabated. To further exacerbate matters,

emergency telecommunications agencies, towns, cities, counties and even state levels of government are being named by litigants for negligence. Simply stated, the potential penalty for failure to do the right thing at the right time is so great that the state and local governments cannot afford to ignore the risks. In a large measure, training and standards reduce the risk potential for failure on the part of emergency telecommunicators. The Board's policy is to ensure that the established standards are enforced to the maximum extent practically possible and that telecommunicators receive needed training throughout their careers. As a part of ensuring that standards are met, the Board will strive to encourage agencies and telecommunicators to achieve compliance by utilizing every asset and resource available to the Board.

Source: Miss Code Ann. § 19-5-353

### *Rule 5.3 Procedures*

1. The primary tools the Board will use in compliance monitoring are the various forms discussed in the section of this manual. These forms provide the Board information upon which to base decisions as to the eligibility of an applicant to become a emergency telecommunicator and the level of training required to meet or exceed the mandated requirement. The Board will use other sources of information as necessary to determine who is serving as an emergency telecommunicator and whether or not the individual is certified and thereby authorized to serve.
  - A. Compliance shall be evaluated on both an individual and organizational basis.
    1. The individual must supply information to the Board through his employer. The employer must conduct a background investigation to verify the Board certification specifics (see the “**Application for Certification, Part III**”). This information will be reviewed by the staff to determine eligibility and training. Random checks of the information will be conducted to obtain independent verification. Once the review is completed, the Board will inform the individual on the type of training required to obtain certification. The individual will have achieved compliance only after successful completion of the training and the Board's formal action of certification. Individuals must obtain certification within one year after their date of hire or within three years if their date of hire was before July 1, 1992.
    2. Emergency telecommunications agencies must establish policy that ensures only authorized (certified) officers perform duties as full-time emergency telecommunicator. In addition to this policy, the agencies must provide requested information to the Board on a timely basis. The one-year probationary period should prove to be ample time to achieve certification for any emergency telecommunicator. Delays in submitting required paperwork and procrastinating in completing required training can easily result in noncompliance. No provisions are provided to waive, excuse or nullify the requirement to achieve certification within one year. Agencies who have telecommunicators who cannot achieve certification

within the established time limit must reassign the affected individuals to other duties or terminate their employment.

- B. The Board staff will make every reasonable effort to assist agencies in achieving compliance. The staff, the Board and the Emergency Telecommunicator Training Program (ETTP) exist to serve the needs of the law enforcement community. Hopefully, a spirit of understanding and cooperation will prevail in order that the emergency telecommunications profession will continue to advance and obtain the recognition so richly deserved. The Board will strive to keep lines of communication open and provide assistance in overcoming problems with the certification process before the probation period expires, thereby avoiding serious problems requiring drastic measures.
  - 1. The staff will attempt to contact the agency head to resolve any conflicting information or problems with compliance.
  - 2. The heads of related agencies such as the mayor, Board of supervisors, etc., will be contacted as needed to resolve problems.
  - 3. Communication with agencies shall be in writing with additional backup communication through the use of telephone and staff visits.
- C. In addition to the information on compliance that the staff discovers through routine monitoring, the staff receives information from a variety of other sources, such as the media and citizen complaints. Information that indicates a potential compliance problem will be reviewed to determine if further information is required. Before taking any action on such information, the staff will attempt to verify the information with the agency head involved.
- D. The Board will make every effort to identify the need for compliance and assist those agencies in meeting the requirements of the Act prior to the expiration of the one-year probation period.
  - 1. If the Board discovers that a violation of the Act has been committed (i.e. an individual performs emergency telecommunicator duties in excess of one year from their date of hire without obtaining Board certification), the Board will notify the agency head in writing of their potential liability. The Board will further notify the State Auditor that public funds may have been paid out in violation of state law. A copy of this notification will be provided to the local executive officer.
  - 2. In addition to the above measures, the Board will not reimburse the training costs incurred by any agency who is not in compliance with the Act or the provisions of this Policy and Procedures Manual. Simply stated, the payment of a telecommunicator's salary, who performs law emergency telecommunicator duties in excess of one year (or three years past April 1994 if hired on or before July 1992) without obtaining certification is prohibited. Therefore, the Board cannot reimburse any cost of salary incurred in excess of the one-year (or three year) limits by a

telecommunicator in training, even if the agency is otherwise in compliance. Also, the board cannot reimburse the salary of those certified individuals who receive mandated re-certification training beyond the expiration of their state certificates.

- E. In the event an agency disagrees with the Board as to the certification or re-certification process pertaining to their organization, the agency is encouraged to submit a request in writing to have a representative appear before the Board at the next regularly scheduled meeting.

History -Adopted – 07/1993; rev. – 10/2008

Source: Miss Code Ann. § 19-5-353

## **Part 601 Chapter 6: Reimbursement of Training Costs**

### *Rule 6.1 Purpose*

- 1. This section establishes the policy and procedures governing the reimbursement of training costs to the emergency telecommunicator’s agencies governed by the Emergency Telecommunications Training Program.

Source: Miss Code Ann. § 19-5-355

### *Rule 6.2 Policy*

- 1. The Emergency Telecommunications Training Program created the Board for the primary purpose of developing and implementing guidelines for the selection and training of emergency communicators. Accordingly, the legislature mandated that the Board authorize, but only from such funds authorized and appropriated by the Legislature, the reimbursement of all expenses associated with successful completion of such training. These include salary, allowable tuition, lodging, meals, and travel expenses (if applicable). Reimbursement is authorized only for those agencies and subdivisions of the state who are in compliance with all provisions of the Act to include those policies and procedures established by the Board pursuant to the ACT. Mississippi Code 19-5-355 (1) and 19-5-357 (5) and (6).
  - A. While all expenses incurred for the completion of certification and re-certification training shall be fully reimbursed, if at any time a shortage of appropriated funds may become an issue, the priority for reimbursement funding shall be in the following order:
    - 1. Basic and EMD training;
    - 2. Mandated re-certification training;
    - 3. Elective re-certification training; and

4. Advanced instructor training.
- B. Reimbursement shall be allowable for telecommunicators in attendance at board-approved training programs established at such agencies or institutions as the board may deem appropriate within one hundred-fifty (150) miles from the telecommunicator's agency. A justifiable written explanation must be provided to the Board requesting approval for reimbursement of training one hundred-fifty (150) miles or more from the telecommunicator's agency. Only allowable tuition may be reimbursed for training over 150 miles without prior approval.
  - C. A host agency/instructor must submit a "Course Certification Request" form to the Board for pre-approval of a course, course location and estimated costs. This information must be sent thirty (30) days prior to the date of the course. If a course must be cancelled or rescheduled the host agency/instructor must notify in writing the Board and any pre-registered students five (5) working days prior to the set date of the course. All approved courses will be posted on the Board's Training Calendar.
  - D. The employing agencies of course students must meet the following requirements in order to be eligible to receive reimbursement:
    1. Agency must be an organization of the state or a political subdivision of the state;
    2. Telecommunicators attending training must work a minimum of eight (8) hours within a 30-day period;
    3. Agency must have adhered to the selection and training standards established by the board;
    4. All administrative requirements must have been completed pursuant to this Policy and Procedures Manual to include all forms completed in full; these include the Application for Certification (Parts I, II and III), and the Reimbursement Worksheet; and
    5. Agency must have settled all accounts with the institution or location where training was conducted.
  - E. For the duration of training, the academy or institution shall be the assigned place of duty. Allowable costs of training as established by the Board are as follows:
    1. Tuition costs shall be reimbursed at an amount set by the Board. The Board will review the costs for the training programs every six months and make any adjustments to the tuition allowance as needed. Tuition allowance includes all costs relating to instruction, such as, training materials, supplies, facility costs and instructor expenses.

2. Subsistence costs, which include lodging and meals, shall be eligible for complete reimbursement as long as they do not exceed the maximum daily allowance permitted under state law. Lodging prior to the first day of training is not reimbursable. If tuition costs include meals, there will be no additional meal reimbursement unless a justifiable written explanation is provided to the Board. Receipts for lodging and meals must be provided with the “Request for Reimbursement” form.
3. The authorized base salary of emergency telecommunicator students and instructors are eligible for reimbursement for the period of the training courses. The salaries shall be computed based on the gross weekly salary of the most recent full month prior to course completion. Reimbursement includes compensation for a standard 40-hour week and will only be authorized for salaries paid for the performance of telecommunications duties. Courses completed after one-year from date of hire or after the three-year certification period will not be reimbursed salary costs.
4. Travel expenses shall be determined by multiplying the standard state mileage rate times the mileage for one round trip (and subsequent round trips if commuting). Agencies with more than one student enrolled in a course will be expected to car-pool (up to four people per vehicle) and will receive travel for one vehicle.
5. The board shall provide training reimbursement for required mandated training only if the training program completed satisfies the requirements. The board will designate the appropriate training program for certification purposes. If an applicant completes a course other than the designated course, the applicant will not be certified, and the agency will not be reimbursed for training costs.  
Note: All out of state travel must be approved in writing by the Board prior to attending requested course.
6. Only successfully completed board-approved training programs are allowable. The following programs and their areas of specialty have been approved by the Board.
  - a. Either the Association of Public-Safety Communications Officials (APCO) 40-Hour Basic course or the National Emergency Communications Institute (NECI) 40-Hour Basic course, or the International Academies of Emergency Dispatch (IAED) 40-Hour Basic course is required to be certified as a telecommunicator.
  - b. Either the International Academies of Emergency Dispatch (IAED) 24-Hour, the APCO EMD 32-Hour, or the NECI EMD 24-Hour program and CPR certification is required, along with an approved 40-Hour Basic course to be certified as an Emergency Medical telecommunicator.
  - c. The Mississippi Emergency Telecommunications 16-Hour Orientation Course is required to be certified as a telecommunicator.

- d. TCPR is required to be certified as a telecommunicator.
  - e. Elective training is required to be completed any time within the three-year certification period. Those courses or training exercises not normally offered by approved vendors shall be requested for approval by the Board staff in advance.
7. The Board will not reimburse the training costs of partially completed training or failed training. Telecommunicators may return after additional preparation to attempt to complete the course requirements. Reimbursement of training costs of conferences or seminars offering multiple subject courses will be adjusted based on the telecommunicator's attendance record.

Source: Miss Code Ann. § 19-5-355

*Rule 6.3 Procedure*

1. The board staff shall review all the information available on each telecommunication's class and determine the eligibility and amount of reimbursement to each agency.
  - A. The staff shall maintain a running balance of available funds which come from a service charge of Five Cents (\$.05) which is placed on each subscriber phone line within the State of Mississippi as of July 1, 1993 (Mississippi Code 19-5-357 (1)). The proceeds generated shall be primarily used to fund the minimum standards training program for public safety telecommunicators within the State. (Mississippi Code 19-5-357 (5)).
  - B. The course instructors shall provide the staff an official roster of students within five working days of the day the class ends. The roster shall include the name, last four (4) digits of social security number and agency of each student for each day of instruction.
  - C. The course instructor shall notify the staff of any withdrawals or dismissals from training during the course of the program. The notification shall include whether the telecommunicator withdrew or was dismissed and the reason (i.e. - deficiency in academics). If the telecommunicator was dismissed for a violation of course rules and regulations, the course instructor must provide a written report of the investigation into the incident.
  - D. Once the class is completed, the course instructor shall prepare a course roster which shall positively indicate that all students have met the course requirements (i.e., hours attended, test score). Course instructors shall grade each student's test (passing score 70% for electives) and provide the staff with a copy of the test. Once the students complete the requirements, the course instructor shall issue a certificate of course completion to the student and notify the staff in writing. This notification must be received prior to any further certification processing or reimbursement.

- E. The agencies in which the newly trained emergency telecommunicators are employed shall submit a Reimbursement Worksheet to the Board completely filled out, signed, and dated upon completion of the course. The agencies shall submit a Course Evaluation Form completed by the telecommunicator on each course completed.
- F. The staff will determine the amount of the reimbursement based on the total of: Board approved training costs, the applicant's documented base weekly salary, round trip mileage from the agency to the course location and lodging and meals (if applicable). Reimbursement, not to exceed the maximum daily allowance under state law, will be determined by the presence of all required forms, information, and compliance with the Emergency Telecommunications Training Program.
- G. After determining eligibility and amount of reimbursement, the board staff shall complete a "Claim for Reimbursement Form" and submit the form to the agency head for review. The form shall contain the name and other personal data of the trainee, course attended, tuition, salary, and travel costs (meals and food if applicable). The agency head shall review the form, sign, and return the form within five working days of receipt. Any discrepancies, corrections or misinformation on the form should be annotated/corrected and the form returned unsigned. The staff shall correct the form and return it to the agency. It is imperative that this form be processed without delay as it is the basis for any funds the agency receives.
- H. The staff will submit the Claim for Reimbursement to the Department of Finance and Administration for payment. The Board will maintain a copy of the claims and the warrants of payment in the board files.
- I. Agencies should receive payment within forty-five (45) days of returning the "Claim for Reimbursement Form". If not, notify the Board staff.

History -Adopted – 07/1993; rev 05/2006, 07/2007, 10/2007, 10/2008, 10/2013, 08/2014, 04/2016, 08/2019, 05/2021, and 12/2022

Source: Miss Code Ann. § 19-5-355

## **Part 601 Chapter 7: Standards of Training and Certification**

### *Rule 7.1 Purpose*

1. This section establishes policy and procedures governing the standards to be used in determining what constitutes successful completion of the Basic Emergency Telecommunication Training Program.

Source: Miss Code Ann. § 19-5-353

### *Rule 7.2 Policy*



1. The Board approved Basic Emergency Telecommunications Training Courses shall include classroom activity as well as hands-on skill certification. To begin the certification process, the successful completion of the Mississippi Emergency Telecommunications 16-Hour Orientation Course is required within the first ninety (90) days from the date of hire as a telecommunicator.
2. There are two types of courses used in the certification process. They are divided into:
  - A. Law Enforcement and Fire service and:
  - B. Emergency medical.
    1. The Association of Public-Safety Communications Officials (APCO) Basic 40-Hour, the National Emergency Communications Institute (NECI) Basic 40-Hour, and the International Academies of Emergency Dispatch (IAED) Basic 40-Hour courses have been approved for basic emergency telecommunications training. Basic online courses are not approved for certification. For the emergency medical training the APCO 32-Hour, the NECI 24-Hour, and the International Academies of Emergency Dispatch (IAED) EMD courses have been approved. EMD Basic online courses are approved for certification.

Source: Miss Code Ann. § 19-5-353

*Rule 7.3 Procedures*

1. This section establishes procedures governing the standards to be used for Telecommunicators/Dispatchers.
  - A. Minimum Standards of Training and Certification for Law Enforcement Telecommunicators/Dispatchers.
    1. Current certification by APCO Institute 40-Hour Telecommunicator Training Program or NECI Basic Emergency Communication Officer 40-Hour Training Program, or IAED 40-Hour Emergency Telecommunicator Course.
    2. Current certification by a TCPR (online) vendor that shall follow evidence-based nationally recognized guidelines.

Note: This does not qualify the participant as an EMS telecommunicator or as a certified Mississippi Justice Information Center (MJIC) terminal operator.
  - B. Minimum Standards of Training and Certification for Fire Service Telecommunicators/Dispatchers.

1. Current certification by APCO Institute 40-Hour Telecommunicator Training Program or NECI Basic Emergency Communication Officer 40-Hour Training Program, or IAED 40-Hour Emergency Telecommunicator Course.
2. Current certification by a TCPR (online) vendor that shall follow evidence-based nationally recognized guidelines.

Note: This does not qualify the participant as an EMS telecommunicator or as a certified Mississippi Justice Information Center (MJIC) terminal operator.

C. Minimum Standards of Training and Certification for EMS Telecommunicators.

1. Successful completion of the International Academies of Emergency Medical Dispatch; APCO Institute of Emergency Medical Dispatch; or National Emergency Communications Institute - Emergency Medical Communications Officer training course.
2. Successful completion of the 40-Hour Basic APCO, NECI, or IAED course.
3. Current certification in CPR by the American Heart Association or the American Red Cross or an equivalent nationally recognized organization.
4. Current certification by a TCPR (online) vendor that shall follow evidence-based nationally recognized guidelines.

Note: These methods of certification for an EMS telecommunicator do not qualify the participant as a certified Mississippi Justice Information Center (MJIC) terminal operator.

D. Mississippi Emergency Telecommunicator Training Program - Curriculum development is only one portion of a comprehensive emergency telecommunicator training program. Other topics of a comprehensive training program include:

1. Purpose of the training program
2. Objective of the training program
3. Description of the occupant
4. Competency of the MS Emergency Telecommunicator
5. Operational policies
6. Curriculum description
7. Course design

8. Planning Considerations
9. Class size
10. Students
11. Faculty
12. Program Director
13. Instructional Faculty
14. Class Schedule
15. Classroom
16. Didactic instruction
17. Lab (psychomotor skills demonstration)
18. Cost
19. References
20. Instructor's lesson plan
21. Testing and evaluating methods
22. Certification
23. Student records and identification

History -Adopted – 07/1993; rev – 11/2000, 05/2001, 05/2006, 07/2007, 10/2008, 4/2009, 04/2016, 08/2019, 05/2021, and 12/2022

Source: Miss Code Ann. § 19-5-353

**Part 601 Chapter 8: Standards for Successful Completion of the Emergency Telecommunications Training Program**

*Rule 8.1 Purpose*

1. This section establishes policy and procedures governing the standards to be used by accredited training instructors in determining what constitutes successful completion of the Emergency Telecommunications Training Program for state certification.

Source: Miss Code Ann. § 19-5-355

*Rule 8.2 Policy*

1. The Board-approved Emergency Telecommunications Training Program shall include classroom activity. Standards for successful completion of the ETTP program include:
  - A. A passing academic score as determined by the course vendor,
  - B. Successful completion of the Mississippi Emergency Telecommunications 16-Hour Orientation Course (required within the first ninety (90) days from date of hire as a telecommunicator).
  - C. Current certification by a TCPR (online) vendor that shall follow evidence-based nationally recognized guidelines.
  - D. Failure to complete all of these standards will render the student ineligible for certification as an emergency telecommunicator until the deficiency has been corrected. The ETTP program must be completed as a whole unit of training. If individual portions of the training are not successfully completed within the one-year time period, the employer shall be personally responsible for that individual's salary.

Source: Miss Code Ann. § 19-5-355

*Rule 8.3 Procedures*

1. This section establishes procedures governing the admission, attendance, scoring, and completion of Emergency Telecommunicator training.
  - A. Admission/enrollment
    1. For classroom training, the course instructor or host agency shall be charged with the registration of students into the respective basic and emergency medical dispatch (EMD) classes. Registration shall include those students who currently perform telecommunicator duties with a public safety, law enforcement, fire, or EMS agency.
  - B. Readmission procedure
    1. Any student who is dismissed or voluntarily withdraws from a basic or EMD training course may be eligible for readmittance for training at a future date as long as it is within the one-year period of the date of employment.

- C. Academic Students must achieve a final passing academic score as determined by the vendor to successfully complete the basic and/or EMD course.
1. The course instructors shall administer the appropriate vendor test plan to evaluate the student's retention of knowledge attained in the course.
    - a. The test plan for the law enforcement and fire telecommunicator certification must include all of the essential areas of one of the following Board-approved basic courses:
      1. Association of Public-Safety Communications Officials (APCO) 40-Hour Basic course.
      2. National Emergency Communications Institute (NECI) 40-Hour Basic Course.
      3. International Academies of Emergency Dispatch (IAED) 40-Hour Emergency Telecommunicator Course.
    - b. The test plan for the emergency medical telecommunicator certification must include either of the APCO Basic, NECI Basic, or IAED Basic as well as all of the essential areas of one of the following Board-approved EMD courses:
      1. APCO 32-Hour “Basic EMD Certification Course”,
      2. NECI 24-Hour “Emergency Medical Communications Officer” Course,
      3. International Academies of Emergency Dispatch (IAED) 24-Hour EMD Course.
  2. The test plan must ensure re-dress of missed questions for each student. This effort will be directed toward making the student academically self-sufficient after the training program.
  3. Any student who fails to achieve a passing academic average as determined by the course vendor will not be allowed to attain state certification. Students who are dismissed from a training course for academic reasons may re-enroll in the next available class.

D. Scoring Procedures

1. For classroom training, all testing mechanisms shall be scored under supervision of the course instructor or course vendor using prescribed procedure.
2. Students shall be given feedback on their performance for every graded event. Missed answers shall be covered with each student.

- E. Every student who successfully completes any type of training course will receive a vendor certificate, signed by the course instructor and/or other appropriate official, which evidences successful completion of the course. In addition, the course instructor or course vendor will send a copy of the vendor certificate and the course roster to the Board for purposes of state certification.

History -Adopted – 07/1993; rev – 05/2006, 07/2007, 10/2007, 10/2008, 04/2009, 04/2016, 08/2019, 05/2021 and 12/2022

Source: Miss Code Ann. § 19-5-355

## **Part 601 Chapter 9: Learning Objectives for Emergency Telecommunications Training Courses**

### *Rule 9.1 Purpose*

1. This section establishes policy and procedures governing the learning objectives which are expected to be achieved by Board-approved training courses in order to attain successful completion of the Basic Emergency Telecommunications Training Program.

Source: Miss Code Ann. § 19-5-355

### *Rule 9.2 Policy*

1. The Basic Emergency Telecommunications Training Courses shall include classroom activity as well as hands-on skill certification. The primary portion of the training curriculum shall come from the approved courses of national organizations which are considered the standards in the industry. The course instructor is also allowed time during the course to conduct practical training as is deemed necessary.
  - A. Based on the Job Task Analysis study of Public Safety Telecommunicators, a list of essential tasks have been identified and transformed into basic learning objectives that need to be presented in the training of emergency telecommunicators. These include (1) basic objectives for all telecommunicators, (2) supplemental objectives for law enforcement and fire service telecommunicators and (3) supplemental objectives for emergency medical service telecommunicators.
    1. The basic learning objectives of a Public Safety Telecommunicator (PST), which encompasses the disciplines of law enforcement, fire service and emergency medical service, include:

- a. Identify the essential skills which will enable you to be an effective and efficient PST.
  - b. Identify the role of a PST.
  - c. Identify the legal issues/exposure of the PST.
  - d. Identify the role of the FCC and its rules and regulations in the work of a PST.
  - e. Identify the liability and limits on the PST for release of improper legal advice or information.
  - f. Identify the effects of stress on the role of the PST and techniques which can be used to counteract these negative effects.
  - g. Describe the effects of stress on the PST and techniques used as coping mechanisms.
2. The learning objectives of Interpersonal Communications include:
- a. Identify the definition which best describes the act of verbal and electronic communication.
  - b. Identify the techniques used to “control” an interview.
  - c. Identify five of the seven steps necessary for communication to take place.
  - d. Identify three of the five steps used when giving feedback.
  - e. Identify three of the five techniques for improving verbal communications.
  - f. Identify three of the seven techniques used to improve listening skills.
  - g. Identify three of the five styles of responding to questions.
  - h. Identify the concept of empathy.
  - i. Identify the four basic communications skills.
  - j. Discuss customer service strategies.
  - k. Identify cultural issues which may hinder or help effective communications.
  - l. Demonstrate by using the telephone, how to handle the following: (1) the angry caller and (2) language barrier.

3. The learning objectives of Medical/Legal issues and Civil Liability include:
  - a. Identify the definition of a Duty to Act.
  - b. Identify the definition of a Standard of Care.
  - c. Identify the four elements of negligence.
  - d. Identify an act of commission.
  - e. Identify an act of omission.
  - f. Identify the definition of civil liability.
  - g. Identify the four requirements of a successful tort claim.
  - h. Identify the two types of civil liability faced by telecommunicators.
  - i. Identify two of the three items in the communications center which can assist in liability protection.
  - j. Define what situations create PST/customer privilege.
  - k. Describe proper procedures to communicate confidential patient information.
  - l. Describe local procedures for documentation and record keeping.
4. The learning objectives for Radio Techniques include:
  - a. Identify the three primary segments of the radio spectrum that are used for public safety communications.
  - b. Match “skip” with its correct definition.
  - c. Match “repeater” with its correct definition.
  - d. Match “clipping” with its correct definition.
  - e. Identify the types of radios used by public safety agencies.
  - f. Demonstrate how long a telecommunicator should transmit without releasing the transmitter switch.
  - g. Identify the tree steps taken before transmitting on a radio.
  - h. Demonstrate the speed at which information should be broadcast.



5. The learning objectives of Call Handling Techniques include:
  - a. Given a call transcript, identify the who, what, when, where and how within the information provided.
  - b. Describe what information is needed to assist responders in locating an incident.
  - c. When an exact address is not known by the caller, identify what information will assist responders.
  - d. Identify the concept of positive call termination.
  - e. Identify the two addresses the reporting party may give you.
  - f. Demonstrate the use of repetitive persistence when managing the hysterical caller.
  - g. Describe ways to help children provide address locations.
  - h. Describe methods used to deal with callers suffering from mental condition.
6. The learning objectives of 9-1-1 systems include:
  - a. Identify three benefits public safety agencies receive from E-9-1-1.
  - b. Demonstrate three ways that telecommunicators handle or reroute E-9-1-1 calls.
  - c. Identify two of the three features of a basic 9-1-1 system.
  - d. Identify the two primary features of an enhanced 9-1-1 system.
  - e. Define “public safety answering point” and “emergency call”.
  - f. Demonstrate the proper technique to dispatch in the following simulations:
    1. Hazardous Materials incident
    2. Barricaded Person/Hostage
    3. Search and Rescue
    4. Emergency Medical Dispatch
7. The learning objectives of the use of a TDD or TTY include:

- a. Define the acronyms TDD and TTY.
- b. Identify the formats used for communication via a TDD or TTY.
- c. Demonstrate the methods used to identify a TDD or TTY call.
- d. Identify the code used when placing a TDD or TTY caller on hold while emergency assistance is dispatched.
- e. Identify the code used when it is the other person's turn to communicate on a TDD or TTY.
- f. Identify the code used to signify the end of a conversation on a TDD or TTY.
- g. Identify the code used when you are hanging up or completing a TDD or TTY call.
- h. Identify two things to consider when receiving an operator-assisted call.
- i. Demonstrate the ability to take control of a call and obtain the six W's of information gathering.
- j. Demonstrate positive call termination.
- k. Demonstrate the proper use of a TDD and TTY.
- l. Demonstrate taking an emergency call using the TDD.
- m. Discuss the need for TDD and TTY in the Communications Center.
8. The supplemental learning objectives for Law Enforcement and Fire Service Telecommunicators include:
  - a. Match "peace officer" with its correct MS definition.
  - b. Match "corrections officer" with its correct MS definition.
  - c. Match "parole and probation officer" with its correct MS definition.
  - d. Identify three of the four governmental levels of law enforcement found in Mississippi.
  - e. Match "offense" with its correct MS definition.
  - f. Match "crime" with its correct MS definition.

- g. Match “civil” law with its correct MS definition.
- h. Identify the differences between the County Sheriff’s Office and a City Police Department.
- i. Match “correctional facility” with its correct MS definition.
- j. Identify the primary function of a “civil deputy”.
- k. Identify the reasons why confidentiality is an important factor to the telecommunicator.
- l. Demonstrate the ability to differentiate between civil and criminal complaints.
- m. Given a simulation, differentiate between different kinds of crime and determine the specific nature of a call.
- n. Define the following terms:
  - 1. Emergency Response Officer
  - 2. Emergency Alerting System
  - 3. All-Points Bulletin or BOLO
- o. Identify and explain the resources available to a dispatcher other than those of a public safety agency, e.g., Poison Control, Child Welfare, Search and Rescue, State Fire Marshall’s Office, etc.
- p. Identify four of the seven areas where law enforcement and fire service dispatchers expose themselves to liability.
- q. Identify four of the six ways law enforcement and fire service dispatchers can protect themselves and their agency from lawsuit.
- 9. The learning objectives for using the National Crime Information Center (NCIC) and the Mississippi Justice Information Center (MJIC) include:
  - a. Explain and apply to simulated situations policies and procedures which govern the use of and access to NCIC and MJIC.
  - b. Explain the major security issues related to NCIC/MJIC.
  - c. Identify limits in the use of NCIC/MJIC information and liability attached hereto.

10. The learning objectives for helping ensure responder safety include:
  - a. Identify the telecommunicator's #1 awareness priority.
  - b. Define "welfare check".
  - c. Identify four of the six pieces of "safety" information that should be gathered and relayed to responding units if possible.
  - d. Identify three procedures that, if performed, would aid in officer safety on traffic stops.
  - e. Identify three of the five indicators that a problem may exist at the scene.
  - f. Identify three of the six steps that the telecommunicator can take to assist in officer safety.
  - g. Identify the procedure used when fire and/or emergency medical services are dispatched to a scene when law enforcement intervention is needed.
  - h. Explain the idea of a "safety" update and when it should be done.
- B. In addition to understanding the learning objectives for Public Safety Telecommunicators, those telecommunicators whose duties involve the dispatching of emergency medical vehicles require more specialized instruction.
  1. The basic learning objectives of Emergency Medical Dispatch include:
    - a. Identify the concept of emergency medical dispatch.
    - b. Given three examples, identify the need for giving pre-arrival instructions.
    - c. Identify information which should be relayed to the responding EMS providers.
    - d. Demonstrate the ability to take control of a call using directed interview techniques.
    - e. Demonstrate the proper use of an EMD Card System.
  2. The learning objectives for the roles and responsibilities of an EMS dispatcher include:
    - a. Identify the primary roles of the Emergency Medical Dispatcher.
    - b. Identify the levels of EMS personnel that provide pre-hospital medical care.

- c. Identify the levels of EMT certification.
  - d. Define and identify how EMD cards are authorized for use.
  - e. Discuss the process of becoming trained and certified as an EMD telecommunicator in Mississippi.
3. The learning objectives for Medical Response Telephone Techniques include:
- a. Identify the essential information that must be obtained from every caller.
  - b. Define three types of callers.
  - c. Identify methods to prompt and efficient gathering and dissemination of information.
  - d. Discuss commonly held misconceptions regarding medical dispatching.
  - e. Define and demonstrate the use of repetitive persistence.
  - f. Define and differentiate Post Dispatch versus Pre-Arrival Instructions.
4. The learning objectives for Post Dispatch and Pre-Arrival Instructions include:
- a. Identify the concept of emergency medical dispatch.
  - b. Given three examples, identify the need for giving Post Dispatch and/or Pre-Arrival instructions.
  - c. Identify three of the six pieces of information which should be relayed to the responding EMS providers.
  - d. Demonstrate the ability to take control of a call using directed interview techniques.
  - e. Demonstrate the proper use of an EMD card system.
5. The learning objectives for a general medical background include:
- a. Define symptom
  - b. Define sign.
  - c. Demonstrate how to determine pulse rate.

- d. Identify what low blood pressure may indicate concerning a patient's condition.
- e. Demonstrate how to determine the status of a patient's respiration.
- f. Identify the normal human body temperature.
- g. Identify the three characteristics of the patient's skin which can be used to determine patient status.
- h. Explain the function of respiration.
- i. Explain the function of the circulatory system.
- j. Identify the correct location of the human heart.
- k. Explain the function of arteries.
- l. Explain the function of veins.
- m. Identify the normal clotting time.
- n. Discuss how to determine a patient's level of consciousness.
- o. Define breathing difficulty.
- p. Define shock.
- q. Identify the signs and symptoms of shock.
- 6. The learning objectives for Legal Considerations include:
  - a. Define liability.
  - b. Define negligence.
  - c. Define duty as it relates to EMS dispatching.
  - d. Define breach of duty as it relates to EMS dispatching.
  - e. Identify those guidelines which are used by a judge in a court case to determine the standard of care.
  - f. Define injury.
  - g. Define proximate cause.

- h. Identify the three circumstances which provide for exemption from liability under the “Good Samaritan” law.
- i. Identify and define the two types of consent.
- j. Define abandonment.

Source: Miss Code Ann. § 19-5-355

*Rule 9.3 Procedure*

- 1. Once an emergency telecommunicator is hired by an agency or private company, it is that employer’s responsibility to get the telecommunicator certified. The process for meeting the requirements for certification is derived from the ability to know and perform the learning objectives as defined in the Job Task Analysis. These skills should be acquired from formal classroom instruction as provided by Board-approved courses.

History -Adopted – 07-1993

Source: Miss Code Ann. § 19-5-355

**Part 601 Chapter 10: Certification Based on Equivalency of Training**

*Rule 10.1 Purpose*

- 1. This section establishes policy and procedures governing the certification of emergency telecommunicators who have an established record of experience, training, and education. The Board will establish procedures to review the record of those telecommunicators whose certification has lapsed and those telecommunicators who have training and experience in another jurisdiction (i.e., another state).

Source: Miss Code Ann. § 19-5-355

*Rule 10.2 Policy*

- 1. The Board shall evaluate each applicant’s documented record of experience and training. The accomplishments in each area shall be weighed to compare the applicant’s credentials with the current standards for professional certification.
  - A. The state certification of any emergency telecommunicator shall lapse after a break in service of more than four years. Telecommunicators who have successfully completed a training course equivalent (as deemed by the Board staff) to the currently accepted Board courses, and meet established employment guidelines, will be eligible for certification upon completion of the required paperwork.

- B. All individuals applying for certification from another jurisdiction must have been certified and completed an acceptable emergency telecommunicator training course similar to those presently required by this Board. An acceptable training course would be one that meets or exceeds the approved state standard for mandated training and includes comparable training as that provided by Board-approved training courses. This would include similar course work subject matter and length of time the material is presented. If there is subject matter found to be lacking in the course in question, then the Board staff would review and make a ruling as to meeting the minimum standards.
- C. In situations where the course predated state statutory requirements for emergency telecommunications training or the course was administered by a federal agency, the course curriculum will be compared to one that is approved by the Board.
- D. In reviewing a course to be compared, the Board staff will measure the curriculums offered during the same period in this state. In addition to the courses listed, the staff will review the standards for successful graduation, the duration of the course, and the training delivery method. The course must equal or exceed the existing standards to be considered an acceptable course.

Source: Miss Code Ann. § 19-5-355

*Rule 10.3 Procedures*

- 1. All procedures applicable to certification for newly employed emergency telecommunicators must be followed in seeking certification based on equivalency of training. In addition to the forms for the certification process, the employer shall provide documentation of emergency telecommunicator training (copies of certificates, etc.). The Board staff will authenticate all documents submitted to the Board from other jurisdictions. The employer shall be prepared to submit the curriculum for training completed in another jurisdiction and the staff will retain for the Board files.

History -adopted – 07/1993, 04/2012 and 05/2021

Source: Miss Code Ann. § 19-5-355

**Part 601 Chapter 11: Instructor Certification**

*Rule 11.1 Purpose*

- 1. This section establishes policy and procedures governing the standards and qualifications to be used to certify or approve instructors for Board-approved training.

Source: Miss Code Ann. § 19-5-353

*Rule 11.2 Policy*



1. All persons instructing emergency telecommunicators in Basic, or EMD courses must be certified as an instructor by the Board of Emergency Telecommunications Standards and Training (BETST). All persons instructing elective training must be approved and/or certified as an instructor by the BETST.

Source: Miss Code Ann. § 19-5-353

*Rule 11.3 Procedures*

1. Minimum requirements for certification of training instructors for Basic, EMD or Re-certification courses.
  - A. Application: Individuals desiring to instruct in BETST- approved courses must thoroughly complete a formal application. Applications from currently employed telecommunicators must be submitted to their agency director (i.e., police chief, sheriff, etc.). That director will review and forward the endorsed application to the Board for consideration. Applicants who are former telecommunicators (self- sponsored) will forward their endorsed application to the Board for consideration. Each nominee for certification must meet the following requirements:
    - B. Education and Experience: All instructor applicants must show educational and public safety experience equal to one (1) of the following:
      1. A high school graduate and five (5) or more years of experience as an Emergency Telecommunicator,
      2. Two (2) years of college and four (4) or more years of experience as an Emergency Telecommunicator,
      3. A bachelor's degree and three (3) or more years of experience as an Emergency Telecommunicator.
    - C. Basic Training: All applicants must have completed a 40-Hour Board-approved Basic Telecommunicator Course. All applicants desiring to instruct EMD must have completed the Emergency Medical Dispatch course.
    - D. Sufficient Knowledge of Subject Matter: The applicant must demonstrate an adequate history as determined by the Board based on training, education, experience, professional credentials and/or proficiency skills suitable to the topic of instruction of which certification is being sought. Applicants must have been employed as a telecommunicator or must have instructed telecommunicator courses within the past (5) years.
    - E. Knowledge of Instruction: The applicant shall be cognizant of the methods of instruction and the aids available. Instructors must be able to clearly present the course material

and meet the objectives outlined by the Board. New applicants must have attended and completed a BETST approved Instructor Development Course.

- F. Instructor Training Attendance Approval: Prior to any individual attending a Board-approved instructor training course for emergency telecommunications, that individual shall obtain written approval from the Office of Standards and Training. Instructors will be approved only on a need basis.
1. Once an instructor application is submitted and approved, then an individual may attend a Board-approved instructor course.
  2. After completing the instructor course, the instructor applicant must assist in one formal Basic and/or EMD Certification classroom course under the observation of a certified instructor. The certified instructor must provide the Board with an evaluation of the instructor applicant's performance. After successfully completing the instructor course and receiving a favorable evaluation the instructor applicant will be eligible for certification by the Board.
  3. An instructor may conduct training only in the vendor course in which he/she has been certified to instruct. The medical portion of an Emergency Medical Dispatch course must be taught by an individual possessing EMT, Paramedic, or higher level critical-care medical training.
- G. Expiration: All instructor certifications expire three (3) years from the date of issue.
- H. Activity: All instructors shall remain active during their period of certification. Each instructor shall conduct three (3) Board-approved telecommunications courses (Basic, EMD) within each 36-month period of their certification. Modular courses (commonly referred to as "self-paced" courses) which do not require formal classroom instruction on the part of the instructor does not count towards this requirement. Failure to meet this requirement will result in a non-renewal of instructor credentials at the expiration of certification period. Instructors that fail to meet the requirement are not eligible to reapply for certification until twelve (12) months after the expiration date of their certificate.
1. Agencies which elect to send an employee to an instructor training course and do not agree to allow that person to instruct individuals from outside agencies, will not be reimbursed by the Board for that employee's attendance.
  2. The Board will provide reimbursement for attendance to instructor certification training when the following two conditions are met:
    - a. The employee's agency head, through the signature on the back of the instructor application, agrees to allow said individual to instruct employees of other agencies, and

- b. The employee conducts one formal classroom-type course in which that person is a primary or secondary instructor in the course.
- I. Compliance: Instructors shall maintain a current status and remain in compliance with the provisions set forth by their respective course originators as well as the Board of Emergency Telecommunications Standards and Training.
  - 1. Instructors shall adhere to the minimum training requirements of the course originators when conducting a course including the number of hours and the materials covered.
  - 2. Instructors shall sign a Memorandum of Understanding from the Board which clarifies what is expected of them when conducting a Basic, EMD, or Elective course on behalf of the Board and the requirement to evaluate and assist instructor applicants.
- J. Evaluation: The instructor shall be evaluated periodically by the BETST staff or other qualified individuals on dimensions determined by the Board. Evaluations shall remain on file at the Standards and Training Office.
- K. Renewal: Individuals applying for renewal of instructor certification must complete a formal application for renewal. The issuance of a renewal certificate will depend on meeting the following requirements:
  - 1. The renewal application shall be thoroughly completed and signed by the applicant and his/her agency director.
  - 2. The instructor must provide documentation that he/she has conducted a minimum of three Board-approved curriculum courses in a formal classroom setting during the certification period expiring.
  - 3. The instructor must provide documentation of his/her continuing knowledge and experience in the requested area of re-certification.
- L. Property of certificates: As with the professional certificate, the instructor certificate remains the property of the Board. The possession and stewardship of the certificate is the responsibility of the sponsoring agency. Instructors are representatives of the Board. The Board may reprimand, suspend (upon conditions imposed by the Board), or cancel and recall any instructor certificate upon a showing of just cause, which includes, but is not limited to:
  - 1. Administrative error in issuance,
  - 2. Falsification of any information on the application,
  - 3. Failure to complete the prescribed internship,

4. Conviction or entering a plea of either guilty or nolo contendere, being fined, ordered into probation or pre-trial diversion in relation to a crime that is directly related to the duties and responsibilities of an instructor, or engage in any condition, conduct, or action that would greatly diminish the public trust in the competence and reliability of the instructor,
  5. Mistreatment, abuse, or improper behavior involving a student,
  6. Consistent failure to follow Board-approved training guidelines, learning objectives and lesson plans (where established), consistent negative evaluations (student, staff, Board), or complaints, derogatory statements concerning the Board, Board staff, Public Safety Agencies/staff by speech or social media postings, and
  7. Any other actions detrimental to professional emergency telecommunications training.
- M. Staff may take administrative action to reprimand, suspend, or cancel and recall an instructor certificate for any of the purposes stated above. Upon taking administrative action, the certificate holder will be notified by the staff of such action and informed of his/her right to a hearing before the Board.
2. Minimum requirements for the approval of instructors for elective training.
    - A. Sufficient Knowledge of Subject Matter: The applicant must demonstrate an adequate history as determined by the Board based on training, education, experience, professional credentials and/or proficiency skills suitable to the topic of instruction of which certification is being sought.
    - B. Knowledge of Instruction: The applicant shall be cognizant of the methods of instruction and the aids available. Instructors must be able to clearly present the course material and meet the objectives outlined in the course. New applicants must have attended and completed a BETST approved Instructor Development Course. New applicants seeking approval to instruct elective training must make a presentation before the Board describing their knowledge of the subject matter and knowledge of instruction on the objectives of the course(s) they desire to teach.
    - C. Approval of New Course(s): Instructors submitting new courses for Board approval must make a short presentation before the Board describing the course objectives. Board members may present the course objectives of a course proposed by their agency. If the Board determines that the course meets the training needs of a telecommunicator, the Board will approve the course to be taught as a pilot program. This course must be taught within one year of approval or the instructor must request an extension from the Board. The staff or board member will monitor all proposed courses and bring their findings back to the Board for final action. Existing courses will be evaluated on an ongoing basis. Course approval requests by instructors from government/non-profit

organizations or out of state may be submitted with their professional credentials and course objectives to a Board or staff member for presentation. The instructor must submit prior to presentation, a lesson plan including course overview; a bound student manual; an instructor manual – containing notes; power points (with videos and audio); handouts; written synopsis of scenarios or tabletops; test with answer key indicating the slide or page number the information may be found; one additional training aid; sample copy of completion certificate; and an authorization letter if copyright material is used.

- D. Application: Individuals (in state) desiring to instruct in BETST-approved elective courses must thoroughly complete a formal application. An elective instructor may conduct training only in the vendor course in which he/she has been certified to instruct. The vendor must verify that the elective instructor has successfully completed a train the trainer course conducted by the vendor and is permitted to instruct the vendor's approved course(s) by issuing a certificate to the instructor. The certificate shall list the course or courses authorized by the vendor to be taught. The staff will monitor and evaluate the applicant's first class. This certificate must be renewed every (3) years when the vendor submits their re-certification application. See (11.3, 2 F) below.
  - E. Instructors certified for elective training shall maintain compliance with all BETST policies and procedures. Instructors must conduct three approved courses per year to remain on the active elective instructor list. (Basic, EMD does not apply) Instructors are expected to hold regional classes due to travel restrictions. Instructors must provide students with a student manual and handouts.
  - F. Instructors approved for elective training shall submit a revised/updated lesson plan including course overview, a bound student manual, and instructor manual – containing notes, power points (with videos and audio), handouts, written synopsis of scenarios or table tops, test with answer key indicating the slide or page number the information may be found, one additional training aid, sample copy of completion certificate, and an authorization letter if copyright material is used, every (3) years to the Board for approval with their re-certification application. All changes must be noted on a separate document to reference the location (page number, slide number) of the revision or updates.
3. Approval of Course(s): The "Emergency Telecommunicator Course Certification Request" form must be submitted to the Board thirty (30) days before the start date of the course. The instructor's credentials, course objectives and narrative description of the course must be included. If the course/instructor is approved the Board staff will post the approval on the training calendar.

History -Adopted – 07/1993; rev – 01/2005, 10/2008, 02/2014, 08/2014, 09/2015, 02/2019, 08/2019 and 05/2021

Source: Miss Code Ann. § 19-5-353

## Part 601 Chapter 12: Re-Certification of Emergency Telecommunicators

### *Rule 12.1 Purpose*

1. This section establishes policy and procedure for re-certification of emergency telecommunicators.

Source: Miss Code Ann. § 19-5-353

### *Rule 12.2 Policy*

1. The Board shall re-certify those emergency telecommunicators who continue to meet the employment guidelines established in accordance with Mississippi Code as Annotated Section 19-5-353 as well as having completed the prescribed continuous training requirements established henceforth.
  - A. Re-certification under the Emergency Telecommunications Training Program (ETTP) shall be limited to those emergency telecommunicators who have received their initial three-year state certifications through the Mississippi Board of Emergency Telecommunications Standards and Training.

Source: Miss Code Ann. § 19-5-353

### *Rule 12.3 Procedures*

1. All emergency telecommunicator applicants for re-certification shall complete the following steps to maintain their current certification status with the Board.
  - A. Applicants for telecommunicator re-certification shall submit a fully completed (1) Application for Re-certification and (2) Re-certification Report prior to expiration of their BETST professional certificate.
  - B. An emergency telecommunicator shall complete a minimum of 48 hours of approved elective training every three (3) years prior to the expiration date of their professional certificate. Each emergency telecommunicator shall review their training needs with their supervisor on a continuous basis and complete training as needed. Continuous education shall consist of the following:
    1. Completion of at least 48 hours of elective training from no fewer than six subject areas over the three-year certification period. **(subject area requires a minimum of four (4) hours)**
      - a. A checklist of approved training programs will be provided by the Board from which the candidate may choose. Verification of elective training must be acknowledged in writing by the agency head or their designee via the Re-certification Report.

b. Any courses or conference seminars which are not on the list of elective subject areas but are requested to be taken for this purpose must receive prior approval from the Board as counting toward meeting re-certification requirements. Only two (2) conferences may be used to obtain credit per re-certification period. The Board will review conference schedules and determine the amount of subject area credits and elective hours to be granted per conference.

c. Reimbursement for elective training shall consist of all of the same expenses as initial certification (salary, tuition, lodging, meals, mileage) only up to the point of meeting re-certification requirements or on a first-come first-served basis, which shall be determined by the date of application. Reimbursement requests for any elective training may be submitted immediately upon completion of such.

Note: All out of state travel must be approved in writing by the Board prior to attending requested courses.

d. Elective training may consist of approved virtual/online training. Beginning January 1, 2023, all certified telecommunicators must be TCPR certified or shall complete a TCPR online certification course within 12 months. TCPR training is a requirement for re-certification each re-certification period. Telecommunicators shall be re-certified according to the TCPR vendors requirements. Proof of training shall be maintained by the agency in its personnel files and copies of training certificates must be attached to the "Online Training Report" when submitted to the Board for credit. Virtual/Online elective training shall not exceed two (2) credits (eight [8] hours per credit) per re-certification period. A separate form must be submitted for each eight (8) hours of credit. The reimbursement of online training includes the telecommunicator's salary-and approved tuition.

e. Completing another Basic and/or EMD course similar to that taken for initial certification is not creditable as a re-certification elective.

C. Once all appropriate paperwork and training has been completed and submitted to the Board, the emergency telecommunicator will be re-certified for another three years.

D. Any persons due to illness, class availability or other events beyond their control that could not complete the required elective training, may serve with full pay and benefits in such a capacity until they can complete the training. Those requesting an extension of their time must petition the Board in writing and also must note how much re-certification training has been completed at that point in time.

E. Break-in-Service: There is herein established a set of re-certification guidelines for those state certified emergency telecommunicators who leave the profession and later return.

1. Telecommunicators who have a break-in-service of four years or more shall be required to complete the same certification requirements as those who are new to the profession. This shall include completing a basic course, TCPR course, and orientation course (unless the orientation course was completed before the break) for law enforcement and fire certification and the EMD basic/CPR course for EMD certification.
2. Telecommunicators who have a break-in-service of less than four years shall meet re-certification requirements within one year of being rehired. Any training requirements completed after the most recent certification date and prior to the break-in-service shall count towards re-certification.

History -Adopted – 07/1993; rev – 01/2003, 10/2008, 04/2009, 10/2010, 04/2012, 02/2014, 08/2014, 04/2016, 08/2019, 05/2021 and 12/2022

Source: Miss Code Ann. § 19-5-353